HOSPITALITY TRAINER

PURPOSE/DESCRIPTION OF ROLE

The Hospitality Trainer is a travel loving individual with a go get attitude, excellent communication skills and an outgoing personality. The Hospitality Trainer will report to the Training & Development Manager. Your main role will be to conduct onsite training of our software products to our hotel customers. Must be able to travel throughout Asia Pacific.

JOB DESCRIPTION

Major Job Specifications:

- Plan and conduct on-site system installation and customer training for system administrators and end-users.
- Support clients through go-live process and a play key role in promoting solution adoption
- Communicate progress and expectations, escalates challenges to Training Manager for awareness and/or resolution
- Be available, outside scheduled leave, for assignments in Asia Pacific ranging anywhere from 3 days to 3 weeks
- Analyse customer operations and consult on best practices
- Develop accomplished knowledge for specific McLaren International products and/or technology groups.
- Conduct Introduction and Exit interviews with executive staff
- Submit trip and expense reports in a timely manner following the company guidelines
- Maintain a high level of commitment to superior customer satisfaction through the entire duration of the customer relationship
- Develop strong relationships with business partners for specific McLaren International products.
- Provide detailed product knowledge to McLaren International's internal staff on a pre and post sales basis.
- Provide telephone customer application support.
- Maintain Support case history and company information within Salesforce CRM.
- Perform other duties that may include pre-sales and system demonstrations, new product testing, quality assurance, documentation and the design or modification of customer training programs.
- Stay current with McLaren suite product updates and procedures relevant to the role
- To promote McLaren International and the McLaren International brand professionally and effectively to the market.

Key Performance Indicators:

- Successful system implementations
- Strong, productive and enduring customer relationships
- Strong, productive and enduring business partner relationships
- Accurate and timely reporting
- Opportunities for new product sales

REQUIRED KNOWLEDGE, SKILLS, AND EXPERIENCE

Candidates must possess have at least 2 years' experience within the hospitality industry and have advanced to expert level proficiency with products such as:

- Microsoft Internet Explorer & non-Microsoft browsers
- Microsoft Word
- Microsoft Excel
- Microsoft Outlook

Other skills required include:

- Excellent communication & written skills
- Confident presenter

While not necessary, experience with the following is a plus:

- Bachelor's degree in a related field
- Proficiency in additional language(s) used in Asia Pacific
- Technology as it applies to the Hospitality Industry
- Micros OPERA and other Hotel Property Management Systems
- Salesforce.com
- Mandarin speaking